

EC&R Newsletter

VHACIH Extended Care & Rehabilitation Service Line



Message from Mark

All,

As the holiday season continues- please be safe and reflect on your resiliency you have demonstrated this past year. This newsletter highlights some of our programs that are focused on improving the quality of life of a highly vulnerable population. We are proud to be able to contribute in their rehabilitative and quality improvements.

Virtual medicine is highlighted, this innovative and nation leading practice has allowed us to continue to serve and offer our services. This will continue to grow and open up many exciting doors for future outreach.

Many thanks to those of you who participated with the VISN face to face REC ICC visit. We just recently received their recommendations and will be working with many to address them. This will be an all hands on deck approach to ensure our quality metrics fully represent the care and dedication we give.

Lastly, congratulations on the many “stars” during the latest costume contest!! Additionally, to the achievements attained by Dr. Atkinson and Traci Hala, like many others- demonstrate continual adult learning.

Mark Havran

Director of Extended Care & Rehabilitation



**Progress of new CLC cottage.
Estimate date of Grand Opening
is January 2021!**

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SPINAL CORD INJURY (SCI)

The SCI/D Team would like to congratulate our RN, Traci Hala, on earning her Masters of Science in nursing, leadership and management from Western Governors University. *"We're proud of you, Traci!"*

Our team also welcomes the addition of EC&R psychologist, Renee Pingel-Fagen, who has been very helpful in collaboration with staff and assistance to Veterans.

The SCI/D Team continues to hold their team meetings and biannual meetings with the PVA but these are done via Zoom instead of face-to-face due to the Covid-19 pandemic. During this time period, many of us have had to wear different hats. To reflect that, we had a little fun during one of our Zoom team meetings and literally wore some fun hats (see attached pictures).

Staff are seeing Veterans in the manner of their preference-either face-to-face or via telehealth. The team has adapted well to this in order to continue to offer Veterans the best care.

SCI Coordinator/Social Worker, Melanie Wenzel, continues to offer the monthly Caregiver Support Group Meetings through PVA, also via Zoom. Recent and upcoming topics have included a presentation by VBA staff on benefits caregivers may apply for after the loss of a Veteran; Mindfulness, and the expansion of the Caregiver Support Program.

If you are aware of a Veteran who has a spinal cord injury or disorder, please contact the SCI Coordinator, Melanie Wenzel, at 515-699-5999 ext. 2-4369.



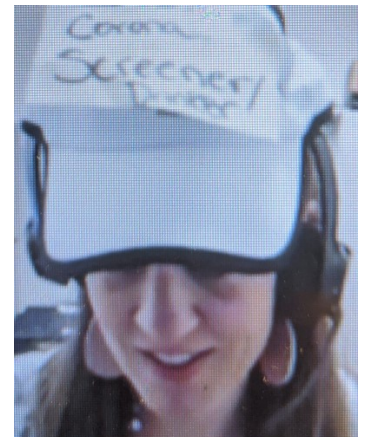
Sara Olson, OT



Tim Lundberg, PT



Tamara Harter, Respiratory Therapy



Joni Osmundson, RT

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PALLIATIVE CARE TEAM

Palliative care has made multiple changes during the Covid-19 outbreak. They are doing phone visits, VVC visits and continue to do outpatient consults. Dr. Lisa Jensen continues to provide inpatient hospice care and now does inpatient consults for the hospital, CLC2 and CLC3. Dr. Ben Collins does outpatient consults and CLC1 consults. This allows them to meet Veterans Outpatient and Palliative care needs in a timely manner. Keria Johnson, RN continues to work with both inpatient and outpatient Veterans. The Palliative Care team is currently recruiting a social worker for their department as well.



Palliative care remains committed to providing quality Palliative care to all Veterans in need.

RECREATIONAL THERAPIST

Joni Osmundson, Recreational Therapist, was asked by a local (Mason City) school system to provide education about recreational therapy and the impact their services have on Veterans to help celebrate Veteran's Day. She did a great job of putting together a video with personal testimonies from Veterans. Below is the link to the video to enjoy!



<https://youtu.be/aMn8TMkTU7s>

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TECHNOLOGY BASED EYE CARE SERVICES (TECS)

Technology-Based Eye Care Services (TECS) program has been implemented at the Fort Dodge CBOC, as well as the Mason City CBOC. Fort Dodge will begin seeing a couple patients per day and work their way up to approximately 6-7 patients per day.

Patients may self-refer for a TECS exam. Providers and nurses can also enter a consult. TECS brochure and screenshots on how to enter the consult are below:



TECS Referral



TECS NWHCS
Brochure

TECS will provide a screening exam for common eye disease such as cataracts, macular degeneration, glaucoma, and diabetic retinopathy. Patients will also have a visual acuity check, pupil exam, and refraction. All of this is reviewed by a VA Ophthalmologist who will provide results and follow-up recommendations. Eye glasses will be ordered and mailed if the patient qualifies or needs them. The goal is to catch eye disease before it becomes a problem, without waiting for a face to face eye exam. Patients can still be sent to CITC for an exam, but it would be redundant and added expense to the VA.

If a patient has a known history of ocular disease, they should be referred for direct, in person comprehensive examinations with an eye care provider. If a patient is already being followed by Ophthalmology or Optometry for glaucoma or any eye condition requiring treatment, they are not candidates for TECS.

For questions, please contact Jessica Kenyon, Ophthalmology Health Technician at the VA Fort Dodge CBOC at 515-574-5977.



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VIRTUAL TELEHEALTH

A Virtual Health site visit was conducted by teleconference at Central Iowa VA Medical Center from Nov 3-5, 2020.

Best Practices

- Met primary care NDPP 5c metric for FY 20
 - Expansion of VA Video Connect to meet Veteran's virtual care needs
- Use of consult process to alert telehealth staff for test call for VA Video Connect
- Telehealth using a cross modality grid for scheduling (vs. validated grid)
 - All slots are at the same time for each modality
- Rapid PI process to appropriately transition Telehealth scheduling from TCT to MSA
 - Transition is well underway
- TCT supporting Connected Health education of Veterans at CBOCs
 - Training to begin soon
- Connected Health has had a best practice SOP for Secure Message attachments. Secure messages that need to be scanned to CPRS are sent to a scanning secure message team to be processed. Staff are educated on this when they receive their initial secure message training.
- Creation of a Virtual Health HUB one-stop-shop in Building 3 to support Veterans as well as VA staff with any questions or set up with all aspects of Virtual Health
 - Renovations are underway with target date of completion mid-December

ACHIEVEMENTS

Congratulations to Anthony Atkinson, CLC 3 Nurse Manager for completing the Doctorate of Nursing Practice—Nurse Executive (DNP) from Chamberlain College.

Congratulations to Traci Hala, RN in the SCI Team for completing a Masters of Science Nursing (MSN), Leadership and Management degree from Western Governors University.



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A LETTER OF THANKS TO THE HOSPICE & PALLIATIVE CARE TEAM

Thank you soooo much for setting up the Facebook portal for [REDACTED]. It meant so much to the grandkids.

In talking with Dads nurses later in the day, he enjoyed it but it took a lot out of him.

I have expressed this to anyone and everyone at the VA. I have been taking Dad to his VA Doctor appointments for over ten years. Some good and some very emotional.

The care and respect given to him over the years and the compassion shown to him has filled my heart. During Dad's recent ER, hospital and ICU time the nurses and Doctors called me every-day with updates.

To the palliative care team who assisted not only with the transition but honored him with the pinning ceremony.

To the Hospice team who continues to care for Dad. Knowing that I call twice a day to check on him or they have called me when he just wants to say I love you.

This is an incredibly painful and ugly COVID time and the rules are hard to swallow. I find peace knowing that Dad is being cared for by a group of compassionate people. Who makes it their mission to ensure there is peace and comfort until the end.

*Sincerely,
Barb Mcmenamin*

**Veteran's name is grayed out for confidentiality.*



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Halloween FUN



The band “Sciatica” showed up on Halloween day. They stopped by the Outpatient Therapy basement and the Therapy staff was able to listen to their top 2 hits: Cervicalgia and Lumbago.

Great entertainment and good times had by all!!!

Top (Left to Right): Tim Lundberg, Chris Rowedder, Sarah Olson, Chaz Williamson

Front (Left to Right): David Frampton and Ryan Spreitzer



Say “Hello” to the Zombie Casey Delivery Guy, Mike Minasian, MSA for Therapy.



In Blind Rehab, Kandace McCue is All Bones and Katherine Johnson is Charmander the Pokemon.

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Happy Healthy Holidays!



From the 2020 VACIHCS SCI/D Team



Top (Left to Right): Melanie Wenzel, SCI Coordinator; Tamara Harter, RRT; Cody Schneider, RD

Front (Left to Right): Jodie Roesler, SLP; Jamie Flatness, SLP; Renee Pingel-Fagen, Psychologist; Dr. Susan Espeland, MD; Traci Hala, RN; Joni Osmundson, Rec Therapist; Sarah Olson, OT; Tim Lundberg, PT.

Missing in photo: Alex Forehead-Chief of Prosthetics; Tamara Tallman, MSA

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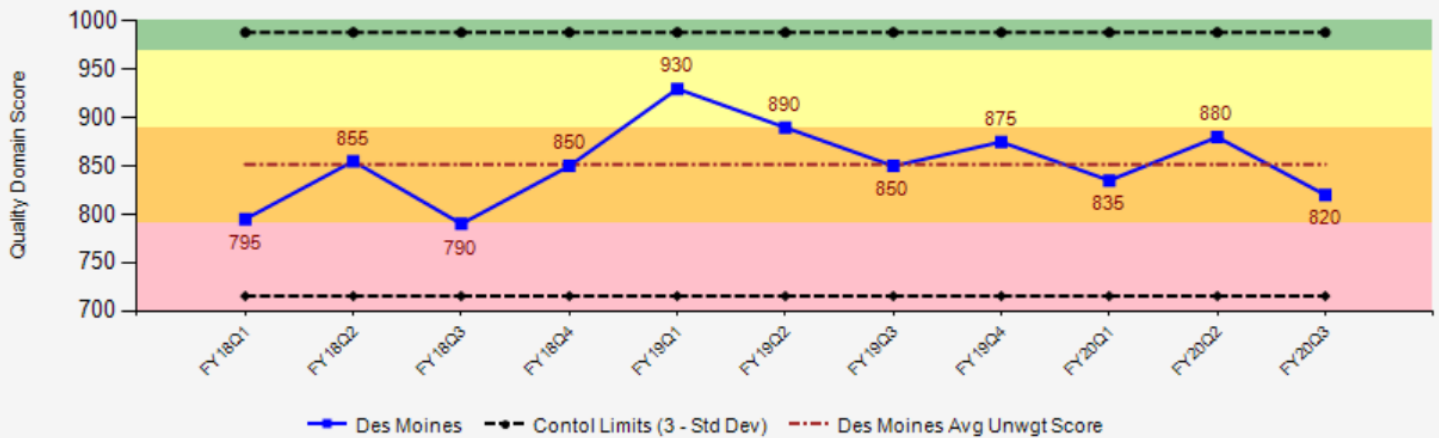
CLC Compare– FY20 3rd Quarter



Overall Rating

<u>Domain</u>	<u>Star Rating</u>
Unannounced Survey	    
Staffing	    
Quality	    

Des Moines Quality Domain Score



Background color indicates Star Rating cutpoints
(Red = 1 Star, Orange = 2 Star, Yellow = 3 Star, Green = 4 Star, Blue = 5 Star)

	Quality Measure Star Ratings (Higher is Better)									
CLC	Total Star Rating Points	Quality Star Rating	Quarterly Trend							
Des Moines IA (6369AD)	820	★ ★ ★ ★ ★	🟡🟡🟡🟡🟡🟡🟡🟡🟡🟡							
Fargo ND (4379AA)	1120	★ ★ ★ ★ ★	🟢🟢🟢🟢🟢🟢🟢🟢🟢🟢							
Fort Meade SD (5689AA)	1140	★ ★ ★ ★ ★	🔴🔴🔴🔴🔴🔴🔴🔴🔴🔴							
Grand Island NE (6369AB)	960	★ ★ ★ ★ ★	🟡🟡🟡🟡🟡🟡🟡🟡🟡🟡							
Hot Springs SD (5689AB)	1200	★ ★ ★ ★ ★	🟢🟢🟢🟢🟢🟢🟢🟢🟢🟢							
Minneapolis MN (6189AA)	1115	★ ★ ★ ★ ★	🟡🟡🟡🟡🟡🟡🟡🟡🟡🟡							
Sioux Falls SD (4389AA)	1040	★ ★ ★ ★ ★	🔴🔴🔴🔴🔴🔴🔴🔴🔴🔴							
St. Cloud MN (6569AA)	1100	★ ★ ★ ★ ★	🟢🟢🟢🟢🟢🟢🟢🟢🟢🟢							

